

WHERE
CAREERS
THRIVE

When potential
is unlocked,
talent *thrives*



West
Northamptonshire
Council

Job description and person specification

Business Support Team Leader

School Attendance & Support Service, People Directorate

Thank you for your interest in this role. Our vision at West Northamptonshire Council (WNC) is: 'to make West Northants a great place to live, work, visit and thrive'.

We truly stand by this and work hard every day to make this a reality, and at WNC it's about our people. People who thrive with ambition, bring new ideas, demand better ways of working, care about every detail, and who never shy away from a challenge.

Our culture is a gateway for new experiences. A place to forge new opportunities. To empower you in your career and unite you with like-minded people. When potential is unlocked, talent thrives.



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Purpose and impact:

To line manage the School Attendance and Inclusion Business Support Team who provide comprehensive, proactive, and effective business support service within the People's Directorate.

To manage a team, successfully managing performance and delivering outcomes as defined within the statutory requirements of the Service.

Accountable to:

The role sits within Education Services, part of the People Directorate in West Northamptonshire Council and is accountable to the Service Manager.

Responsibilities:

1. To line manage the business support team that is responsible for the day-to-day needs of the business. Effectively allocating the resources of the team effectively to meet operational requirements.
2. To supervise the allocation, standard and completion of work on a wide range of activity, recommending and implementing change to support efficient service delivery.
3. To supervise the maintenance and accuracy of records/management information systems relevant to the service. Working with the service leader and the management team to initiate and implement changes to meet service standards and support business needs.
4. To initiate and maintain a wide range of positive professional relationships with colleagues and internal and external service users to deliver the service to required standards. To develop strong business relationships with the operational leads of the relevant service.
5. To hold a comprehensive understanding of the service areas supported to ensure the effective delivery of business support. These areas will include Children Missing from Education, School Attendance concerns, Elective Home Education, Suspensions and Permanent Exclusions, School Starters and Leavers, Fixed Penalty Notices, and the Single Justice Process.
6. To provide reporting and management information to the Management Team to evidence the delivery of business services.
7. To shape and lead a team, successfully managing performance and delivery outcomes. Working closely and jointly with other business support administrators, as appropriate to meet the needs of the business.
8. To maximise personal productivity, minimise duplication and errors; and manage our information efficiently and securely to reduce risk, through effective use of Office 365 and our internal IT systems and applications.
9. Actively challenge and seek to eliminate any directly or indirectly discriminatory practice or behaviours.
10. Demonstrate awareness and understanding of other people's behavioural, physical, social and welfare needs and ensure that reasonable care is taken at all times for the health, safety and welfare of yourself and other persons.

This job description reflects the major tasks to be carried out by the post holder and identifies a level of responsibility at which they will be required to work. In the interests of effective working, the major tasks may be reviewed from time to time to reflect changing needs and circumstances. Such reviews and any consequential changes will be carried out in consultation with the post holder.

Person specification:

The requirements for the role are outlined below and will be part of the selection process. Each of the criteria listed below will be measured by:

(A) Application Form, (T) Test, (I) Interview, (P) Presentation, (D) Documentation.

Minimum levels of knowledge, skills experience and qualifications required for this job.

| Skills and abilities: | Essential / Desirable | Measured by |
|---|-----------------------|-------------|
| Strong organisational skills and good attention to detail | Essential | A, I |
| Ability to effectively handle pressure situations, prioritise and meet deadlines | Essential | A, I |
| Must be able to effectively communicate in a range of mediums including written and verbal communication | Essential | A, I |
| High level of numeracy skills and the ability to analyse and present data and information concisely | Essential | A, I |
| Demonstrate effective use of Office 365 (incl. Teams, OneDrive, etc.) or willingness to undertake training during the probation period. | Essential | A, I |

| Knowledge: | Essential / Desirable | Measured by |
|--|-----------------------|-------------|
| Knowledge of GDPR legislation, freedom of information, Health & Safety at work | Essential | A, I |
| Knowledge of working within a local government setting and working across key stakeholders | Desirable | A, I |

| Relevant experience: | Essential / Desirable | Measured by |
|--|-----------------------|-------------|
| Experience and practice of supporting key projects, processes, systems and activities | Essential | A, I |
| Significant experience of working within a business support function in a complex organisation | Essential | A, I |
| Experience of establishing strong working and effective relationships across numerous stakeholder groups | Essential | A, I |
| Previous supervisory experience, leading a team to deliver an effective administration and customer support service' | Essential | A, I |
| Significant experience of working as a senior administrator within a business support function in a complex organisation | Essential | A, I |
| Experience of working within a fast changing, dynamic environment | Essential | A, I |
| Experience of working within a Children's Service Environment | Desirable | A, I |
| Experience of managing a business unit within the Local Government arena | Desirable | A, I |

| Education, training, and work qualifications: | Essential / Desirable | Measured by |
|---|------------------------------|--------------------|
| Able to demonstrate a good level of general education to GCSE standard in Mathematics and English Grade C or above | Essential | A, I |
| NVQ Level 3 in Business Administration or the equivalent qualification and/or training in administration management, customer services. | Essential | A, I |

All appointments are subject to standard pre-employment screening. This will include identity, references, proof of right to work in the UK, medical clearance and verification of certificates.

Day-to-day in the role:

| | | | |
|--|-------------------|-------------------------------|-----------------------------|
| Hours: | 37 | Primary work base: | One Angel Square/ Hybrid |
| Job family band: | Band 6 | Worker type: | Part-flexible |
| Salary range: | £31,869 - £34,663 | Budget responsibility: | N/A |
| People management responsibility: | Yes | | |

Working conditions & how we work:

This role has been identified as a part-flexible worker type, this means that you will be able to worker from other work locations and when not working from an office you will be working remotely for up to 2-3 days a week (including from home).

Our organisational values and behaviours

Everything we want to achieve for West Northants depends on having the right people in place and doing the right things and we want all colleagues to THRIVE, both personally and professionally. Our values and our behaviours framework underpin how we work and what partners and customers can expect from us. We want to do our very best for our residents, service users and businesses and for our staff – we want everyone to THRIVE.

| | |
|--------------------------|--|
| T Trust | We are honest, fair, transparent, and accountable. We can be trusted to do what we say we will. |
| H High Performing | We get the basics right and what we do, we do well. We manage our business efficiently. |
| R Respect | We respect each other and our customers in a diverse, professional, and supportive environment. |
| I Innovate | We encourage curiosity, we are creative and seize opportunities to grow individually as an organisation and as an area. |
| V Value | We continually strive for best practice and ways of improving existing procedures, practices and systems and thereby promoting efficiency and cost effectiveness |
| E Empower | We believe in people, will listen, learn, and trust them to make decisions. We help people to realise their ambitions. |

“Valuing colleagues as individuals and encompassing our different perspectives to deliver our collective ambitions. One West inclusive culture”

When potential is unlocked, talent *thrives*

Choose a career that offers you a true sense of achievement, fills you with pride and challenges you in a positive way, everyday.

The benefits of a career at WNC include:

- **People** are at the centre of everything we do. Without our people, we wouldn't be able to deliver services to the people in our community.
 - **Ambition** runs through everything we do at West Northants Council, we nurture and develop our people's ambition and willingness to succeed, to continually improve the service we provide to the community.
 - **Care** is at the heart of West Northants Council, we care in so many ways; seen and unseen, helping our colleagues and community to thrive.
 - **Flexibility** is key, we know work-life balance is critical to wellbeing, so we work hard to make sure our benefits package promotes and improves wellbeing; from annual leave, sick pay, family leave and flexible working, financial security offered by a local government pension scheme and life assurance, and discount schemes which make a difference to your day-to-day life, through to employee helplines offering free legal, health, financial and wellbeing advice and support.
- We want you to have balance and be happy.

